

Club permits – Online renewal

Frequently asked questions

Victoria's club permit scheme allows members of vehicle clubs that are recognised by VicRoads to make limited non-commercial use of eligible historic vehicles on the road network.

On 31 July 2020 VicRoads (VR) launched a new digital service that enables Club Permits renewals to be completed online via the myVicRoads account.

The following questions and answers are designed to assist in utilising this new online service.

1. What is online club permit renewal?

Online club permit renewal is a service that allows applicants to renew their club permit via their [myVicRoads account](#). The applicant can upload the completed and signed renewal form (or renewal form and club endorsement form) and make the payment.

This new online service removes the need for club permit holders to visit a VicRoads Customer Service Centre or use mail to renew a club permit.

2. How do I access the Club permits online renewal service?

This service is now available through your [myVicRoads account](#). Club Permit vehicles will appear in the myVicRoads account of the permit holder and the renewal can be transacted using the online process.

3. What should I do if I don't see my club permit vehicle in the myVicRoads account?

If you cannot see the club permit vehicle in your myVicRoads account, please contact VicRoads on 13 11 71 to have your club permit linked to your account. This can only be done at the time of your renewal.

4. I don't have a VicRoads account – How can I set one up?

If you don't have a myVicRoads account, go to www.vicroads.vic.gov.au to find out more and set up your account.

5. How do I apply for my renewal if I cannot do so online?

You are still able to process your renewal via the following:

- a. In person at a [VicRoads Customer Service Centre](#). (However, please be aware some of the services at the Customer Service Centres may be disrupted during the COVID-19 pandemic)
- b. Mail the club permit renewal form with a cheque or money order to:
VicRoads
GPO Box 1644
MELBOURNE VIC 3001

6. Are there any changes to the requirements to renew a Club permit?

No, the requirements associated with renewing a club permit remain the same. The renewal must be signed by the club permit holder and an authorised officer of the club/association to confirm that the permit holder is a current member of that club or association.

Note: Alternatively, the authorised officer can sign a 'Club Permit Endorsement Form' instead of a renewal form to approve the renewal request which must be uploaded/forwarded by the permit holder along with their signed renewal form. This form has been developed specifically to assist clubs endorse a renewal request with minimal to zero contact.

(see question 16 below)

7. Can I make a request for a change in the period of use of my club permit using the online renewal process?

No. If you wish to change the period of use from 45 days to 90 days or 90 days to 45 days, the renewal cannot be processed online. You can:

- a. Contact VicRoads on 13 11 71
- b. Visit a [VicRoads Customer Service Centre](#) (However, please be aware some of the services at the Customer Service Centres may be disrupted during the COVID-19 pandemic.)

8. Will my permit be valid without a VicRoads stamp when I pay online?

When a Club Permit is renewed online, the renewal receipt is sent via email as a pdf. This receipt is the validation, rather than the VicRoads stamp.

9. Should I print my receipt, or can I use a digital receipt?

The renewal receipt can be printed and kept with the log book. **Alternatively**, a digital copy of the receipt can be saved such that it is readily available upon request by Victoria Police or any authorised officer. Failure to provide the receipt may result in penalties.

10. Will my Log book be valid without a validated sticker?

If the payment is made online, the log book will become valid when the renewal receipt pdf is received. The permit holder can retain a printed or a digital copy of the receipt as mentioned above to prove the validity of the log book.

11. Can I use the club permit vehicle as soon as I pay online?

Submitting an online renewal application and making payment does not complete the renewal process. This process is complete when you receive a renewal receipt pdf in the email.

If your club permit vehicle is expired, you must not drive your vehicle until your application has been processed and your ongoing financial membership of a recognised car club/association has been verified.

12. How long does it take to process the renewal application?

Renewal applications can take 3-5 business days.

13. How will I know that my application has been processed and I can use my club permit vehicle?

You will receive an email from VicRoads to your nominated email address advising the outcome of your application.

14. What will happen to the payment if my application is rejected?

Should your renewal application be rejected, your payment will be refunded (a cheque for the refund amount will be mailed to your address) and you will be advised via your nominated email address.

15. How do I get my application endorsed during the coronavirus pandemic?

We have received lots of questions from customers who are unable to travel to their club to have the renewal form endorsed due to coronavirus restrictions. The best option is to print your completed form and then email to the club for their signature of the authorised officer, ask them to send it back via email and then submit the returned form online.

Also consider the use of the Club endorsement form (details below).

16. What is a Club Endorsement form? When should I use this?

The club endorsement Form provides an alternative method to endorse the club permit renewal application and is to be used by the authorised officer of the club to confirm that the member requesting the renewal is a financial member of the club and the vehicle for which the renewal is sought is registered to the club.

This form has been developed specifically to assist clubs to endorse a renewal request with minimal to zero contact during the pandemic and make it easier for customers in regional areas in the future.

17. Should the club sign both the club permit renewal and the endorsement form?

No. As mentioned above, use of a club permit endorsement form is an alternative method to endorsing a renewal application. As such, the club can choose to sign either of these forms to endorse the request for renewal by the permit holder.

Where the Club chooses to use the club permit endorsement form instead of signing the applicant's renewal form, the applicant must attach both the forms - the renewal form completed and signed by the applicant and the endorsement form signed and completed by the club.

18. Who should complete the club permit endorsement form?

The authorised officer of the club must fill in the vehicle details based on the information held by the club and confirm the permit holder is a financial member of the club. Authorised officers include the club president, treasurer, secretary or permit scheme officer.

Note: The signature field is a non-editable field as VicRoads requires the original written signature of the authorised officer to verify the application and validate the signature against records.

19. Can the club choose not to use the club endorsement form?

Yes. The club can request the permit holder to forward the club permit renewal form to sign and endorse the permit renewal application.

20. What is the additional 'model' field in the endorsement form?

VicRoads currently does not record the model details of the vehicle on its club permit database. As such this field can be left blank while completing the Club Endorsement form.

21. Should the completed form be scanned and emailed to the applicant?

The completed club permit endorsement form can be forwarded by the authorised officer as a photo or a scanned pdf to the club member as the online system will accept both as suitable formats.

